

## WORKFORCE DEVELOPMENT ASSISTANT GS-0102-06

### I. INTRODUCTION

This position is located in the U.S. Department of Labor (DOL), Employment and Training Administration (ETA). It is established to provide technical support to program specialists engaged in workforce development in an ETA program area. The position requires a practical understanding of the objectives, policies, procedures, and regulatory requirements pertaining to the work – and the ability to apply skills and knowledge of workforce development; however, the work does not require full professional competence (or equivalent professional-level preparation) in the theories, principles, and concepts of the field.

### II. MAJOR DUTIES AND RESPONSIBILITIES

Works collaboratively with program staff to perform research, gather and assemble data, data entry and draft papers and topic outlines to support workforce development initiatives in assigned area. Develops resource materials and/or position papers in support of senior staff. Undertakes special studies, short-term program projects, and research and investigation on matters affecting workforce development programs in assigned area. May program data requests and runs existing programs to fulfill data request.

Provides clerical support for a workforce development unit which requires knowledge of staff assignments, commitments, deadlines, operating policies and priorities of the unit, etc., to coordinate the clerical workload and resolve a wide range of problems.

Applies pertinent technical references, conditions, and precedents.

Responds to routine inquiries from other Federal, State, and local government agencies, the press, Congress, labor and employer organizations, and the public. Responses often involve some research of the issues and/or gathering information from a variety of sources to be able to cite appropriate regulations and policies.

### III. FACTORS

Factor 1 – Knowledge Required by the Position

FL 1-4

550 pts.

Knowledge of an extensive body of workforce development rules, procedures or operations to perform a wide variety of interrelated or nonstandard workforce development work and resolve a wide range of problems.

A practical knowledge of specialized workforce development methods, regulations, and principles to perform limited technical work of a noncontroversial nature.

Skill in conducting recurring types of interviews to develop facts such as circumstances concerning an incident; analysis of readily understood technical subjects or kinds of work; an/or composition of narrative reports, questionnaires, summaries or letters explaining routine technical actions.

#### Factor 2 – Supervisory Controls

FL 2-3

275 pts.

The supervisor defines the overall objectives and priorities of the work and assists the incumbent with unusual situations which do not have clear precedents. The incumbent plans the work, resolves issues with clear precedents, and brings more complex anomalies and issues to the attention of the supervisor or a program specialist. Work products are reviewed for overall appropriateness, apparent technical soundness, and conformance to policies. The methods used in arriving at these products are not usually reviewed in detail. The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform. The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform.

#### Factor 3 – Guidelines

FL 3-2

125 pts.

Guidelines include DOL and ETA policy and procedures and work plans, practices, and directives applicable to the area to which assigned. Guidelines cover established workforce development practices, rules, conditions, requirements, etc. The incumbent may also use a few guides which have readily identifiable or clear-cut criteria related to easily understood workforce development matters. The incumbent selects the proper guidelines according to circumstances of the specific case. Such judgments may include determining which of several alternatives to use, and applying well understood criteria or deviations for which precedents have been clearly established. Situations to which existing guidelines cannot be applied or which would involve significant proposed deviations are referred to a higher grade member of the staff.

#### Factor 4 – Complexity

FL 4-2

75 pts.

The work consists of standard explanations of workforce development programs or policies and/or repetitive activities supporting higher grade workforce development staff. Technical factors to be considered are usually apparent or they can be readily identified. Routine questions may be required to clarify the kind of information sought or to determine appropriate action needed. There are few problems in identifying and correcting discrepancies. Final actions or responses differ in factual ways depending upon the specific circumstances of particular cases.

#### Factor 5 – Scope and Effect

FL 5-2

75 pts.

The work involves the execution and/or explanation of workforce development rules, regulations, or procedures and recurring limited technical services and practices related to the organization to which assigned. The work products or services affect the accuracy, acceptability reliability of further workforce development processes or products.

Factor 6 – Personal Contacts

FL 6-2

25 pts.

Contacts include: employees, supervisors and managers at all levels of ETA and DOL; union representatives; administrative staffs of customer and stakeholder organizations; members of the general public from all walks of life in moderately structured settings; vendors and contractors; representatives of professional organizations; and school officials.

Factor 7 – Purpose of Contacts

FL 7-2

50 pts.

The incumbent regularly has personal contacts which involve resolving minor problems, obtaining cooperation of others, or reaching mutual agreements (*e.g.*, resolving or clarifying discrepancies or deficiencies in subject-matter content when mutual agreement can be readily obtained).

Factor 8 – Physical Demands

FL 8-1

5 pts.

The work is primarily sedentary, performed in an office or conference room while seated at a desk or table. Some effort may be required to carry books, files, documents, and records for short distances.

Factor 9 – Work Environment

FL 9-1

5 pts.

The work is performed in an office setting. Occasional travel by any means of government or public transportation may be required.

TOTAL = 1185 pts.

IV. UNIQUE POSITION REQUIREMENTS (*For titling purposes the immediate supervisor is to mark the description below if the incumbent has office automation responsibilities*)

\_\_\_ This position requires significant knowledge of office automation systems and a fully qualified typist to perform word processing duties. The incumbent promotes the use of office automation technology and assists other staff within the work unit to use information technology to streamline the accomplishment of work.